**FFOA Flash Info Bulletin 1/2015**

**January 2015**

**BMIP/MMBP under Allianz Worldwide Care (AWC)**

New Year Greetings to all our members.

Since 1 January 2015 all medical insurance cover is under Allianz Worldwide Care (AWC) which has taken over from Vanbreda International. Please find below some information which we believe that you might find useful:

1. **Information meeting of 5 February** with representatives of AWC and FAO Social Security
2. Claims for medical treatment prior to Jan 2015 must be submitted to Vanbreda International.
3. The Post boxes in FAO for submission of claims remain the same as before; claims to submit to AWC and Vanbreda International can be placed in the same box duly addressed, and they will be sorted by the mailroom.
4. Dental coverage ( balances for 2013 and 2014) not utilized under Vanbreda International will be transferred to AWC.

**Please be advised that FFOA jointly with FAO Social Security and AWC are arranging for a briefing session for FFOA members to take place on 5 February, in the Red Room of FAO, Rome, and will be webcasted (website will be communicated when known); members in the Rome area are invited to attend**.

**FAO Rome HQ**

You can contact the AWC advisers (Lisa and Alessandra) in FAO Rome HQ, Monday to Friday between 08:30 and 12:30, by telephone or in person as follows:

Telephone (from anywhere in the world) +39 06 570 56593

FAO internal extension number 56593

FAO room number D-305 (same as Vanbreda International was using)

**AWC Helpline**

Telephone (from anywhere in the world): **+32 2 210 6601**

**Toll-free number** from 17 countries - Austria, Cyprus, Denmark, **+800 13983812**

Finland, France, Germany, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain,

Switzerland, Thailand, United Kingdom

**Toll-free** number from Belgium **0800 81639**

**Toll-free** number from Sweden **020 109177**

**Toll-free** number from the USA **+1 844 4609520**

**Email:** RBA.helpline@allianzworldwidecare.com

**Fax:** +32 2 210 6591

If you are a USA national or a resident of the United States, or if you require emergency

medical treatment whilst in the United States please call +1 800 5411983. This number will direct you to Olympus Managed Healthcare, who will help you to locate a medical provider in the USA or answer any other queries you may have regarding treatment in the USA.

*Please note that in some instances the toll-free numbers are not accessible from a mobile phone, in which case please call*

*+32 2 210 6601.*

Participants should have already received an email welcome pack which will be followed by a hard copy by mail which will include your plastic membership card. If by chance you have not received your email pack then this might be due to AWC not having received your latest email address. Please inform Social Security in FAO and your former employing Organization of your current email address as the one they may have for you might be incorrect. You can also directly send AWC an email with your correct email address.

**The Welcome Pack contains the following items**:

• Your Personalized Membership Card

A personalized Membership Card for every enrolled member, which contains essential contact details. We suggest that you keep this card with you at all times. If you lose the card or if a correction is required contact the AWC Helpline via email or telephone and they will arrange for a new card to be sent to you.

• Your Insurance Certificate

Your Insurance Certificate details the plan for you and your dependents (if relevant) as well as the start date of your cover (and effective dates of when dependents were added). It is important that you check that the information is correct. Please liaise with Social Security if any corrections are necessary.

• Your Table of Benefits

Your Table of Benefits will outline the cover available to you.

• Your Benefit Guide - This guide sets out the benefits and rules of your policy. Please note that re para 7 on page 28 of the Guide, some clarifications are pending. The Benefit Guide should be read in conjunction with your Table of Benefits.

• A Claim Form

This form should be completed and sent to Allianz along with any invoices for which you are requesting reimbursement. Out-patient or dental claims can also be submitted via Allianz’s MyHealth app.

• A Hospital Estimate Form

This form should be completed and sent in advance of any planned admission to hospital or if you require any high cost medical treatment.

• Your Online Services Username and Password

If you have any further queries or problems during the transition phase to AWC from Vanbreda International, in the first instance we suggest you direct enquiries to [Social-Security@fao.org](mailto:Social-Security@fao.org)  . Thereafter, if problems persist, you may contact the FFOA office.

We append the FAO Administrative Circular announcing BMIP and MMBP participants’ monthly contributions from 1 January 2015. Provisions for capping premiums to entitled participants remain unchanged.

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